

**Annexure- D - Replies/responses to Pre-bid Queries of RFQ No BCC/DIGITAL/DOG/ATM/115/01 dated 29.03.2023
for "End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS" under OPEX Model**

S.N.	Page	Point/Section	Clarification point as stated in the tender document	Queries/ Suggestion/Deviation	Bank Response
1	2	6	Last Date of Submission of RFQ response (Closing Date)	This being a physical bid submission of response to RFQ in hard-copy, we request Bank to consider submission of bids in Mumbai as most of bidders are based at Mumbai and will help bidders in case of any emergency requirements. We also request the Bank to allow for minimum 3 weeks for submission, counted from the date Bank issues its response to Pre-Bid Queries.	Submission date extended till 12th May 2023
2	9	1.3 Project Scope of Work (1.3.4)	The payments shall be made by the Bank for successful financial and non-financial transactions of the cardholder at these proposed outsourced ATMs. There will be no profit sharing arising out of acquiring transactions.	Shall Bank make a payment for business declined transactions for Financial and Non-Financial transactions.	Bank will make Payment for all successful transactions only. Details will be shared in RFP
3	9	1.3 Project Scope of Work	1.3.4 The payments shall be made by the Bank for successful financial and non-financial transactions of the cardholder at these proposed outsourced ATMs. There will be no profit sharing arising out of acquiring transactions.	Request bank to share avg numbers for financial & non-financial transactions as observed in past	Details will be shared during RFP process
4	9	1.3.2 Project Scope of Work	This Request for Qualification (RFQ) is to invite proposals from eligible bidders (referred to as Bidder / Bidders in this document) for supplying new ATMs, site construction, deployment and managed services of 4000 ATMs on an outsource basis on per transaction basis model	Bank to define clearly type of transactions that would be considered for billing which should include financial / non financial / successful / Non Successful / Switch messaging transactions etc	Bank will make Payment for all successful transactions only. Details will be shared in RFP
5	9	1.3	All the 4000 ATMs are required to be deployed within -6-months of PO issuance for the period of FIVE years from the date of SLA execution, which can be extended upto 2 (1+1) years, at the sole discretion of the Bank.	Suggest Bank to change project time-line from 6 months to 12 months as per practical experiences as well as availability of MII ATMs considering multiple upcoming ATM RFPs. Suggest Bank to allocate project for straight 7 years to make it financially viable based on huge Capex investments. Request Bank to mention the split of On site and Off site of these 4000 deployment	Rollout Plan to be finalised with successful Bidders and no change in RFQ clause. Project is extendable upto 2 years at the sole discretion of the Bank.
6	9	1.3.1	The procurement of ATMs is for replacement of 3000 old Capex machines and installations at 1000 new Sites under the Bank's expansion plan of the Bank.	Bank to kindly confirm how many offsite/onsite locations would be there	Bank will share with successful Bidder
7	9	1.3.1	Further for offsite location bidder may deploy the ATM at existing or source the new site.	Bank to kindly confirm whether lease agreement is between Bank & landlord or banks existing vendor & landlord?	Bidder to enter into lease agreement with Landlord for offsite ATMs

8	9	1.3.2	This Request for Qualification (RFQ) is to invite proposals from eligible bidders (referred to as Bidder / Bidders in this document) for supplying new ATMs, site construction, deployment and managed services of 4000 ATMs on an outsource basis on per transaction basis model with an option for additional 2000 ATMs in the same ratios as defined for L1 and L2 bidder in this RFQ.	We request bank to consider "Fix monthly Fee" model instead of "Per txn Model". Under "Fix fee Model" we shall get assurance of monthly fix fees. Under "Per txn Model" there is no assurance of monthly revenue. Bank can also consider by providing "minimum monthly Txn Gurantee". Request bank to consider this	Details will be shared during RFP process
9	9	1.3.4	The payments shall be made by the Bank for successful financial and non-financial transactions of the cardholder at these proposed outsourced ATMs	Whether Business declines are considered as successful financial transactions? Bank to kindly confirm on this	Bank will make Payment for all successful transactions only.Details will be shared in RFP
10	9	1.3.1	All the 4000 ATMs are required to be deployed within -6-months of PO issuance for the period of FIVE years from the date of SLA execution, which can be extended upto 2 (1+1) years, at the sole discretion of the Bank. Site details of 3000 replacement locations will be shared with successful bidder. Bidder has to deploy ATMs at onsite locations at existing site. Further for offsite location bidder may deploy the ATM at existing or source the new site.	We request Bank to provideOnsites/Offsites break-up; as also clarify if any of other existing equipment in lobbies (UPS, ACs, V-SATs/Network equipment, other site elements) are expected to be retained/serviced by the winning Bidder/s; and if existing contracts for their respective AMCs are expected to be transferred/re-assigned for such equipment	Bidder to provide brand new equipments at sites and existing equipent to be replaced/removed from the sites
11	10	1.3 Project Scope of Work (1.3.8)	Bank proposes to award the contract to TWO successful bidders, in further process, pursuant to this prequalification, in the ratio of 60:40 on the basis of commercial bid submitted in the RFP/RA process. Tentative percentage of allocation of ATMs may vary (+5% or -5%) based on the existing ATMs count in the respective Zone. Decision of the Bank in this regard will be final. Ratio will always remain, however, Bank may at its discretion change the same depending on the business requirements and performance of the bidder.	We request the bank to clarify if the share of each bidder may change due to fluctuation	There may be maximum 5 % variation in ATMs count allotted basis on number of ATMs in Zone
12	11	1.3.11 Project Scope of Work	<input type="checkbox"/> Site selection and Total Implementation of Sites (TIS) Services including buyback of old ATM machines.	Since the RFP refers to replacement of buyback ATMs, we understand majority of ATM sites will remain same. Request bank to clarify, if complete TIS services will be required for all the sites allotted to bidder or only in case of new site selection	New TIS is required at all sites
13	11	1.3.11 Project Scope of Work	<input type="checkbox"/> Providing cassette swap services	Request bank to clarify if cassette swap services will required to be provided on all the sites under cash services	Cassette swap services including cassettes required as per RBI directive to be provided for all ATMs
14	11	1.3.11	Networking for connectivity of Offsite ATMs	Request Bank to confirm if in case a new ATM is installed at site as a replacement ATM, then the same site will have UPS / VSAT, etc as well. The existing UPS / VSAT might be under MS model, so post installation would the existing asset ownership be transferred by MSP ? or still the UPS, VSAT ,etc would be considered as bank asset	No Change
15	11	1.3.11	Managed Services of ATMs machines - Providing cassette swap services (Cassette swapping will be as per the guidelines of RBI and will be at all the ATM sites. Further, any additional cassette or existing cassette replacement cost will be borne by the Bidders only during the contract period).	Cassette swap will be applicable at cities/ centers implemented and operationalized by Cash Logistics Accociation (CLA) time to time.	Details will be shared in RFP process

16	11	1.3.11 Point No. 1	ATM procurement, installation and maintenance including buyback of old ATMs	Since this is a transaction model, how does buyback of old ATMs will be possible? Bank to kindly confirm on this	Details will be shared during RFP process
17	11	1.3.11 Point No. 3	Bank will provide the site for onsite locations only and for offsite location, Bidder has to source the new site or enter lease agreement with existing landlord.	Is it possible to transfer existing rental agreement in the name of vendor? How many such existing sites Bank would like to retain? What is the current rental for these sites? Bank to kindly confirm on this	details will be shared with successful bidders
18	11	1.3.11 Point No. 5 (1)	Cash Replenishment / Cash Evacuation Services	Cash evacuation? This RFP is for cash dispensers only, then evacuation does not arise. Bank to kindly confirm on this	Cash evacuation may be required due to ATM hardware faults, shifting etc in exception cases
19	12	1.3.12	Compliance of all guidelines/directive issued as on go live date by regulators like RBI, MHA, IBA etc., for outsourced activities. Bidder will also submit the copy of sub-contracting agreement/SLA entered with all such Third party/sub-contractors as per scope defined in this agreement on demand.	We request the Bank to define 'go-live' date. To remove any ambiguity & avoid any misinterpretations, we suggest that Bank modifies this clause to 'Compliance of all guidelines/directive issued by regulators like RBI, MHA, IBA etc., for outsourced activities Request bank to remove same as this is confidential info which cannot be shared	Go live means 10% ATM deployed and running successfully.
20	20	4.3Sub-Contracting	Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered for the submission of the proposal. Such proposals will be disqualified. any sub- contracting or assignment should not be done without the prior permission of bank.	Although Bank has allowed subcontracting for CRA as per clause in page 69, point 2, Bidder would also need to subcontract for Housekeeping , security guard agency and other services in scope. Request Bank to delete the word "sub-contracting" from the aforesaid clause	Bank prior intimation for sub-contracting is required
21	31	Annexure 02 - Compliance of Eligibility Criteria	1) Bidder can submit the bid with maximum Two OEM solution/product for application. OEM can authorize different bidders/SI to quote for the same product.	As One bidder can supply two MAF's of ATM machines of one or more OEMs. In this scenario, what classification of this bidder will be consider by the bank? if one MAF is Class I and other is Class II? In this case, what bank will take in consideration the bidder classification? which ever has the lowest local content percentage(Class II) ?	The classification of the bidder as Class I or Class II will be defined based on the local content percentage of the proposed ATM machines , ACs, UPS, Batteries etc. while calculating local content which ever has the lowest local content percentage.
22	31	Annexure 02 - Compliance of Eligibility Criteria Point no 2	Bidder should be managing at least 4000 Machines (ATM/CR/BNA) in India under CAPEX or OPEX Managed Services contract (for scope of work for Machines as contained in this RFQ) for at least THREE year for all Banks put together.	Bidder recommends to the revise the clause-"Bidder should be managing at least 4000 Machines (ATM/CR/BNA) in India under CAPEX or OPEX Managed Services contract (for scope of work for Machines as contained in this RFQ) as on 31st Mar 2023 for all Banks put together".	1. Bidder should be managing at least 4,000 CAPEX or OPEX machines (ATMs/CRs/BNAs) as on date of RFQ. 2. Bidder should have three year pf experience for Scope of work given in RFQ
23	31	Annexure - 2 - Eligibility	Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "ATM machine" will be considered.	Suggest Bank to modify as any Managed Service Provider (MSP) can submit bid with Class - I or II local content % certificate issued by ATM Original Equipment Manufacturer (OEM) with Manufacturer Authorization Form (MAF).	No change

24	31	Annexure 02 - Compliance of Eligibility Criteria Point 1	Only Class I or Class II local supplier are eligible to bid as per guidelines on Public Procurement (preference to make in India) issued by Govt. of India and Local Content % for the "ATM machine" will be considered.	<p>The calculation of local content % as mentioned the paragraph contained at Sl. No.1 of Annexure 02 (reproduced in the fourth column of this table) of the Request for Qualification for End to End Deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model issued by Bank of Baroda on March 29, 2023 bearing RFQ Reference: BCC/DIGITAL/DOG/ATM/115/01 ("RFQ") is unclear and ambiguous. Please do confirm that for the reasons enumerated below, the calculation of the local content percentage, and hence determination of whether an applicant is eligible to bid or not, would consider the total project cost, including all costs associated with managed services and Total Implementation of Sites (and not just ATM machines), for the applicant / bidder:</p> <p>1.Compliance with the Public Procurement (Preference to Make in India) Order, 2017 (and amendments and clarifications thereto from time to time, "Order")</p> <p>a. The Order specifically recognizes and applies the local content requirements and local supplier qualifications to contracts pertaining to services and works, both exclusively (such as system integrator) and as part of product supply (such as EPC contracts). b. Clause 3(c) of the Order clearly provides that local content calculation will be based on goods, service and works on a composite basis.</p> <p>c.The definition of Class I local supplier under Clause 2 of the Order also, in line with the above, provides that local content calculation will be based on goods, service and works on a composite basis. d. The RFQ is undoubtedly a composite one for end to end deployment of 4000 ATMs inclusive of Managed Service & TIS under OPEX Model and includes the deployment of not only ATMs but also (i) other products such as Site Infrastructure items like network equipment, UPS with batteries, air conditioners (A/C), A/C timers, V M items – glow sign boards, lollypops, information panels, lighting, access control mechanism, storage cabinets and waste paper baskets, external cameras, visual merchandise and other fixtures/fittings and (b) services such as networking for connectivity of Onsite and Offsite ATMs, site selection and Total Implementation of Sites (TIS) services, buyback of old ATMs, site maintenance, cleaning services, e-surveillance and caretakers services, managed services of ATMs, e-surveillance integration at ATM sites, maintenance and preventive maintenance. e. Hence, ignoring the project cost of the</p>	<p>As per DPIIT directive, Bidders shall source ATM Machines, Cash Dispenser, ACs, UPS, Batteries, etc. and such other items which are available locally, only from Class I/ Class II local suppliers. Imported items shall not be supplied for aforesaid items. Further, AMC/CMC, installation, operations for running the ATM Machines, will not be used for calculating local content.</p> <p>Accordingly, Local Content % of the ATM machine, AC,UPS, Batteries, etc will classify the bidder as Class I/Class II. Certificate from the statutory auditor or cost auditor of the company to be submitted by the bidder</p>
25	31	Annexure 02 - Compliance of Eligibility Criteria Point 2	Bidder should be managing at least 4000 Machine (ATM/CR/BNA) in India under CAPEX or OPEX ManagedServices contract (for scope of work for Machines as contained in this RFQ) for at least THREE years for all Banks put together.	<p>We understand this criterion as follows:</p> <p>1. Bidder should be managing on the date of submission of response to the RFQ at least 4,000 machines (ATMs/CRs/BNAs) in India under Managed Services contract (for scope of work for Machines as contained in this RFQ) for all Bank put together; the machines may have been procured by Banks as Capex and/or Opex.</p> <p>2. Bidder should be providing ManagedServices (for scope of work for Machines as contained in this RFQ) for at least (3) three years under its Managed Services.</p> <p>We hope our understanding is correct. We request the Bank to clarify.</p>	<p>1. Bidder should be managing at least 4,000 CAPEX or OPEX machines (ATMs/CRs/BNAs) as on date of RFQ.</p> <p>2. Bidder should have three year pf experience for Scope of work given in RFQ</p>
26	32	Annexure -2 Complainece of Eligibility Criteria (8)	The Bidder /s must have Machine monitoring system, which will be provided to the Bank to monitor the functionalities of the Machine from the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India.	We request Bank to mention entire scope of work for monitoring system. Which are the modules that needs to be delivered. What is scope of work for integration of this monitoring tool.	Bidder should have ATM monitoring system for two way integrations with ESQ and to monitor the ATM and site uptime.

27	32	Annexure 02 - Compliance of Eligibility Criteria Point 8	The Bidder/s must have Machine monitoring system, which will be provided to the Bank to monitor the functionalities of the Machine from the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India.	We request Bank to clarify if Bank expects a suitable hierarchical view only access for Bank's personnel via a Portal to monitor functionality, state of health & performance of its ATMs fleet; OR the monitoring solution and entire infrastructure needs to be deployed at Bank's premises and monitoring to be undertaken from Head Office, Zonal/Regional Offices and any of the office of the Bank in India?	Bidder should have ATM monitoring system for two way integrations with ESQ and to monitor the ATM and site uptime.
28	35	Annexure-3. Company profile (16)	Income Tax Clearance Certificate	We request Bank to allow bidder to submit self declaration as the IT Authorities do not give clearance certificate now a days.	Bidder may submit the self declaration
29	42	Annexure 6; Pt 4.2	The Earnest Money / Security Deposit shall be valid up to a period of 6 years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period whichever is later	Request Bank that Earnest Money should be valid for 6 Months	Annexure 6 to be submitted at the time of RFP
30	43	Annexure 06 – Pre Contract Integrity Pact (6. Fall Clause)	The BIDDER undertakes that it has not supplied / is not supplying similar product / services or sub- services in similar quantity during last one year from the date of issuance of this RFQ, at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or PSB or any other company and if it is found at any stage that similar product / services or sub-services was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU or PSB or any other company at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Service fee is based on multiple factors like taxes, compliance of regulations proposed by statutory, regulatory authorities, volume of services, components of services, AMC, penalty, LD, FOREX etc. Hence, we cannot agree for this clause therefore, request the Bank to delete this clause.	Clause deleted
31	47	Annexure 09	We undertake to ensure that in case of installation against replacement, the Hard Disk Drive of the ATM/ CD being replaced, will be handed over to the Branch Manager / his and this will be recorded in the Installation Report to be signed by our representative and the representative Bank. I / We also give an undertaking that the integrity of the data on the Hard Disk will not be compromised and put to any misuse, causing financial / reputational loss to the Bank.	Request Bank to get HDD removal by existing OEM and handedover to Branch person.	No change
32	55	Annexure 14; pt 1	Bidder Management	Request Bank to clarify scope for Bidder Management	It is Vendor/CRA management
33	57	Annexure 16:- Scope of Work (1.c)	All requisite licenses for the software etc. should be made available to the Bank by the bidder. The ATMs have to be interfaced with BASE 24 switch. However the Bank reserves the right to change the switching interface at any point of time. In such cases it will be binding upon the selected Bidder to provide the required support to commission the ATMs with new switching interface without any additional cost to the Bank	Please confirm our understanding here that switching integration charges from switch side will be borne by bank. Bidder will be responsible for any charges arising with interface testing with ATM.	Your understanding is correct

34	57	2. Networking for connectivity of Offsite ATMs	b) For onsite locations, bank will be providing connectivity link including the networking equipment for the On-site ATM to the Switch. The uptime of the onsite network link will be maintained by the Bank. Further, Bank may ask the bidder to provide separate link where existing Banks network is not feasible or have low bandwidth for ATMs. At such site, Bidder to provide their network equipment's and establish the connectivity without any cost to Bank.	Request bank to specify the number of such on-site ATM, where link needs to be provided by the bidder against this clause	Will be shared with successful bidder
35	58	Annexure 16:- Scope of Work (1.m)	The old ATM/CD has to be de-grouted, if required, and removed by the Bidder and disposed off in a proper manner with a view to protecting the environment, reducing pollution by toxic gases / greenhouse emissions and other non-biodegradable substances caused by e-waste disposal	Does Bidder required to submit the E-Waste certificate.	Yes, Bidder are required to submit
36	58	Axxenure 16 - Scope of Work (2.m)	he dual backhaul connectivity between the BIDDERS NOC/POP to the Bank's DC and DRC should be provided by the BIDDER and end to end should be secured and also should support IP Sec, 3DES, etc. The backhaul link each between Networks Bidders Hub/NOC, to banks Data Centres and Disaster Recovery Centres should be configured with end to end IP Sec should support AES, GCM, SHA2 or any latest encryption which bank may ask as per that days requirement in the contract period	Is bank looking for end to end Ipsec with AES, 3DES, GCM, SHA2 or any latest encryption standard from VSAT/4G to DC/DR. Pls confirm.	yes, Data should be encrypted
37	59	2. h. i. Networking for connectivity of Onsite and Offsite ATMs	Network devices Installation and maintenance of network equipment's at Bank's premises shall be responsibility of the BIDDER and it shall be done in consultation with Bank's Network Operation team	AGS suggest that network devices installation and maintenance at bank's premises should be under bank scope only Bidder may raise the complaint to bank or concern service provider on behalf of bank	This clause is for Bank DC and DR connectivity
38	59	Axxenure 16 - Scope of Work (2.b)	For onsite locations, bank will be providing connectivity link including the networking equipment for the On-site ATM to the Switch. The uptime of the onsite network link will be maintained by the Bank. Further, Bank may ask the bidder to provide separate link where existing Banks network is not feasible or have low bandwidth for ATMs. At such site, Bidder to provide their network equipment's and establish the connectivity without any cost to Bank.	We request the bank to remove the connectivity portion fully, as it is difficult to estimate the networking requiremnet on onsite (if any) to be considered in the price or not	This is required at 10% of total sites for this RFQ
39	59	Axxenure 16 - Scope of Work (2.a)	All off-site CDs should be networked by using reliable connectivity. The acceptable network technologies are Leased Line, CDMA, RF with licensed frequency, VSAT [Ext-C band, Ku band VSAT]. Any other newer technologies like 3G / 4G may be acceptable. However all the technologies should be implemented subject to IT security policy of Bank	Bank has mentioned 3G/4G connectivity as a media option for last mile conneciivty. Pls confirm,Is Bank looking for 4G link with Private APN SIM with Voice and calls disabled links considering the security requirement.	yes 3G/4G/5G link with Private APN SIM with Voice and calls disabled links.

40	59	2. Networking for connectivity of Offsite ATMs	All off – site CDs should be networked by using reliable connectivity. The acceptable network technologies are Leased Line, CDMA, RF with licensed frequency, VSAT [Ext-C band, Ku band VSAT]. Any other newer technologies like 3G / 4G / 5G may be acceptable. However, all the technologies should be implemented subject to IT security policy of Bank.	Request bank to specify requirement on KVA for VSAT, if any	The Bandwidth of the VSAT should be complitable to fulfill the requirement. Like shared pool bandwidth of VSAT.
41	59	2. Networking for connectivity of Offsite ATMs	b. For onsite locations, bank will be providing connectivity link including the networking equipment for the On-site ATM to the Switch. The uptime of the onsite network link will be maintained by the Bank. Further, Bank may ask the bidder to provide separate link where existing Banks network is not feasible or have low bandwidth for ATMs. At such site, Bidder to provide their network equipment's and establish the connectivity without any cost to Bank.	Request Bank to confirm Incase of Onsite, wherever if Lease line is not feasible and bank wants to deploy another link (VSAT, 4F modem), Whether the cost will be borne by bank	Bidder to bear the cost for Onsite Link where Bank lease line/VSAT connectivity is not feasible
42	61	Axxenure 16 - Scope of Work (3.1.b)	The bidder should get in-principle approval from the Bank for the site before proceeding with the final installation. Bidder should furnish the details of the sites identified to the bank in writing for banks approval.	Bank has to defined the timelines for approval of bidder's sourced offsite loactions.	Process to be finalised with successful bidder
43	61	3.1 (d)	While selecting Offsite locations the BIDDER should ensure that Bank of Baroda ATM / CD is already not available within 300 metres in Metro, 500 Meter in Urban area and 1 KM in semi urban area. In rural places if Bank of Baroda ATM / CD already available one more ATM need not beinstalled. However, with specific approval from bank additional ATM may be installed at potential sites with average hits per ATM is already very high	What will be the differential commercials paid by Bank for additional ATM? Bank to kindly confirm on this	Details will be shared during RFP process
44	61	3.1 (h)	BIDDER will supply minimum 2KVA UPS of reputed make with 4 hours battery backup on full load. In case there are multiple machine like CR/SSPBP at the site 3KVA UPS with 4 hours back to be supplied by the BIDDER. In ideal scenario 2 KVA UPS is sufficient for one machine.	How many such sites expected? It is difficult to factor the cost in the absence of clarity. Bank to kindly provide clarity on this	Will be shared with successful bidder
45	62	3.2. ON-SITE LOCATIONS	Preparation of site including Civil, Electrical, Carpentry/Aluminium work, Interior work, Airconditioning facility. However, in the case of onsite CDs, if walls have to be constructed, the cost of construction will be borne by Bank/ Premises owner.	AGS suggested to add new rolling shutter or sepration of old rolling shutter (In case common shutter for Branch and ATM room) under the scope of Bank/Premises owner if new room need to constructed or partition wall need to be constructed within the branch premises.	shutter with civil work will be under Bank scope.

46	62	Axxenure 16 - Scope of Work (3.2.d and 3.2.i)	The Bank at its own cost will make arrangements for providing electrical power supply upto the ATMs Room and separate meter / sub meter for the onsite ATMs. Bidder has to make arrangements for payment of power consumption. Site Rent and electricity bill for existing Onsite premise will be paid by the Bank and Bank may deploy any additional machine like ATM, Cash Recycler, and SSPBP etc. at existing onsite/offsite locations as per business requirement. Bidder has to factor the UPS power backup arrangement for such machines	Point e and j are contradictory and required clarification that who will manage the payment of electricity charges (Bank or Bidder)	For Onsite ATMs,Bank will pay the electricity charges and to monitor the electricity consumption,bank may also place sub-meter for onsite locations
47	62	Axxenure 16 - Scope of Work (3.2.e)	3.2. e) Bank will provide the Network connectivity for the Onsite ATMs. Hub, IO Box and LAN cable from Branch Switch to ATM cabin etc to be provided by the BIDDER.	Bidder assumes LAN cable form Switch to ATM cabin including I/O Box to be provided by bank. LAN Cable from I/O box to ATM can be provided by the Bidder.	Hub, IO Box and LAN cable etc inside ATM cabin to be provided by the BIDDER. Further, bidder will provide multiple port switch for additional ATM If deployed by the bidder.
48	62	3.2 ON-SITE LOCATIONS	c. Supply and Installation of Site Infrastructure items like Network equipments, UPS with batteries, Air Conditioners (A/C), A/C Timer, VM item - Glow Sign Board, Information Panel, Lighting, Access Control Mechanism, Storage Cabinet and Waste Paper Basket, External Camera, Visual Merchandise and Other fixtures/fittings specified.	As per Clause 2 Networking for connectivity of Offsite ATMs, For onsite locations, bank will be providing connectivity link including the networking equipment for the On-site ATM to the Switch. Request Bank to provide specifications/clarifications on the network equipments mentioned in this clause.	Bank will provide LAN cable from Branch switch till ATM cabin without IO Box
49	62	3.2 ON-SITE LOCATIONS	i. Site Rent and electricity bill for existing Onsite premise will be paid by the Bank and Bank may deploy any additional machine like ATM, Cash Recycler, and SSPBP etc. at existing onsite/offsite locations as per business requirement. Bidder has to factor the UPS power backup arrangement for such machines	Request Bank to clarify if additional machines in such onsites, will be deployed as same MSP? In case if any other MSP deploying additional machines, how Power and UPS arrangement will be separated for different vendor machines? Also is the Bidder is expected to pay Electricity Bill for onsite too as per Sub meter? need clarity from Bank if multiple machines deployed at same site by different vendors	Bank may deploy ATMs from different MSPs and respective MSPs to provide UPS and related electrical infra. Bank will provide raw power supply and connectivity.
50	62	3.2 ON-SITE LOCATIONS	g) BIDDER will supply minimum 2KVA UPS of reputed make with 4 hours battery backup on full load. In case there are multiple machine at the site 3KVA UPS with 4 hours back to be supplied by the BIDDER In ideal scenario 2 KVA UPS is sufficient to run one machine. As per Bank Business requirement, Bank may deploy second, third and fourth machine at the existing location including passbook printer, Cash Recycler and other Self Service Kiosk.	We request Bank to share the tentative number of sites (%) among these 4000 where Bank intend to deploy/has deployed more than one machine.	Details will be shared during RFP process

51	62	3.2 Onsite Locations (g)	BIDDER will supply minimum 2KVA UPS of reputed make with 4 hours battery backup on full load. In case there are multiple machine at the site 3KVA UPS with 4 hours back to be supplied by the BIDDER In ideal scenario 2 KVA UPS is sufficient to run one machine. As per Bank Business requirement, Bank may deploy second, third and fourth machine at the existing location including passbook printer, Cash Recycler and other Self Service Kiosk	3 KVA UPS will support only for 2 machines, request bank to clarify on UPS - KVA requirements for more than 2 machines sites.	Details will be shared during RFP process
52	62	3.2 Onsite Locations (j)	TIS services will be required for all the sites allotted to the BIDDER.	Request bank to clarify on TIS scope for work for Multiple ATMs site/ E lobby, which are more than 100 sqft area. 1. Is it only CD replacement or with Mini TIS activity.	Details will be shared during RFP process
53	62	3.1R	BIDDER shall conduct site identification exercise and offer suitable site in the vicinity of locations desired by the Bank. Bidder cannot refuse installation of ATM at the onsite or offsite locations desired by the Bank.	Suggest Bank (RO / ZO) to check the potentiality of Onsite or Offsite to install ATM to have at least 120 Transaction per day per ATM. If Bank wants MSPs to install the ATMs at location desired By Bank where there is no transaction potential, Bank to provide the MG to the extent of cost of running the ATM	Details will be shared during RFP process
54	62	3.1 (r)	BIDDER shall conduct site identification exercise and offer suitable site in the vicinity of locations desired by the Bank. Bidder cannot refuse installation of ATM at the onsite or offsite locations desired by the Bank.	What is the rental ceiling? Whether Bank shall be additional rental above ceiling if such site desired by Bank? Bank to kindly provide clarity on this.	Details will be shared during RFP process
55	62	3.2 (i)	Site Rent and electricity bill for existing Onsite premise will be paid by the Bank and Bank may deploy any additional machine like ATM, Cash Recycler, and SSPBP etc. at existing onsite/offsite locations as per Bank business requirement. BIDDER will have to factor the UPS power backup arrangement for such machines as per number of machine at the site.	Any additional ATM/CRM deployed by Bank at existing site will lead to transaction loss to the vendor. How will bank compensate for such loss? Bank to kindly confirm on this.	Such deployment will be done based on ATM usage and customer demand
56	63	3.5 Buyback of Old Assets	BIDDER shall have to remove the following old assets from existing sites and buyback the ATM machine as per buyback rate finalized through this RFQ/RFP process. • Old AC/UPS/batteries/VSATs/signage etc. • Old TIS items • Removal of HDD and Degrouting of old ATMs before buyback • Removal of E-surveillance system from site • Degrouting and removal of all the machine from multiple machine sites	Please clarify about process of old assets removal , scraping and cartiage from site as here Buy Back process is only defined for ATM machines. Also mention to whom HDD will be handover and take the receiving for it.	Will be shared with successful bidder
57	63	4. Site Maintenance, Cleaning services, E-surveillance and Caretakers Services	Site maintenance and housekeeping will be the responsibility of the BIDDER. Site maintenance and housekeeping shall include the following	Please clarify of frequency of Cleaning/House keeping required; Also, please confirm if these services are to be provided for Onsite ATM lobbies or Bank would extnd its arrangement for the adjunct Branches to cover the ATM lobbies as well.	Details already given at clause 7.3.3 at page 74

58	64	4. Site Maintenance, Cleaning services , E-surveillance and Caretakers Services	In some sites bank may insist for deployment of care taker. The cost of care taker shall be borne by bidder. For such sites, bank shall pay as per the rates quoted by the bidder in commercial bid. Bidder should confirm compliance for care takers like payment of minimum wages, police verification of care taker etc. Bidder should employ care takers from th private security agency sponsored by the Director as per RBI guidelines. Deployment of care takers shall be sole discretion of the bank.	Request bank to specify the no. of sites where caretaker deployment will be required by bank	Details will be shared during RFP process
59	64	4. Site Maintenance, Cleaning services , E-surveillance and Caretakers Services	i. Implement quick response team to take following actions: (ii) To inform police and to take support from them for any untoward incident.)	Request Bank to confirm if E-surveillance to be installed for only offsites or onsites also covered here? Incase if the e-surveillance is not installed by bidder, and installed by Bank's own vendor in any corporate/onsite locations, Whether Bank will cover the insurance and legal formailities to take care of any such untoward incidents?	E-serveillance to be deployed at all sites by bidder
60	65	Axxenure 16 - Scope of Work (4)	Bidder should employ care takers from the private security agency sponsored by the Director as per RBI guidelines. Deployment of care takers shall be sole discretion of the bank	Please clarify as to what is meant by director as per RBI guidelines	CT is optional service and details will be provided in RFP process
61	65	Axxenure 16 - Scope of Work (5.1.j)	The BIDDER will be responsible for reconciliation of cash and resolution of all related complaints received from customers as per SOP defined by the Bank Recon Team and as per TAT defined by the RBI	Is Bank looking for 2 way reconciliation or 4 way reconciliation. In case of 4 way reconciliation, Bank has to provide - Electronic Journal (EJ), Switch file, C3R and Bank General Ledger	Details will be shared during RFP process
62	65	5.1 Cash Replenishment / Cash Evacuation Services:	Cash loading, Cash optimization and Cash Forecasting will be the responsibility of the selected bidder. Any services mentioned under this RFQ shall be outsourced to vendor/Subcontractor who are fully complying with the criteria mentioned by RBI/MHA and other regulators time to time .The services include the following:	Request bank to confirm if Cash Forecasting services are required for all ATMs or only Off-site ATMs	It is required for all the ATMs
63	65	4. Site Maintenance, Cleaning services , E-surveillance and Caretakers Services	The BIDDER through its partners or subcontractor has to provide caretaker services as listed by Bank.	Request Bank to remove the Caretaker services part from RFP scope as all sites would have e-surveillance	CT is optional service and details will be provided in RFP process
64	65	5.1 Cash Replenishment / Cash Evacuation Services:	b. 24 x 7 continuous monitoring of availability of cash in the network of ATMs through Incident Management Tool and ensuring no cash out scenario for any of the ATM.	We request Bank to confirm that real time State of Health (SOH) feeds will be provided to MS center via switch feed	Feeds will be provided through ESQ two way integrations
65	65	5.1	c) Evaluate the cash requirement for every ATM through analysis of past usage trends and current cash status updates. d) Forecast and recommend suitable cash level for each ATM based on the evaluation subject to compliance of internal procedure / limit set for cash retention for individual ATM.	Request Bank to provide ATM wise cash balance every 1 hour, daily 12am to 12am - 24hrs ATM wise cash dispense file, daily 12am To 12am - 24hr ATM wise admin increase & decrease file for cash planning & raising indent on daily basis.	details will be shared with successful bidders

66	65	5.1 Cash Replenishment / Cash Evacuation Services:	Cash loading, Cash optimization and Cash Forecasting will be the responsibility of the selected BIDDER. Any services mentioned under this agreement shall be outsourced to vendor/Subcontractor who are fully complying with the criteria mentioned by RBI/MHA and other regulators time to time. The services include the following:-	We request Bank to clarify about Onsite requirements as we understand that currently Bank undertakes thru its Branch custodians all Onsite cash replenishment / evacuation activities inhouse. This will significantly impact Bidders' final pricing.	No change
67	65	5.1 Cash Replenishment / Cash Evacuation Services:	c. Evaluate the cash requirement for every ATM through analysis of past usage trends and current cash status updates d. Forecast and recommend suitable cash level for each ATM based on the evaluation subject to compliance of internal procedure / limit set for cash retention for individual ATM.	We request bank to provide below input file so as to provide best in class cash forecast services: i) Request bank to share daily Feed file in bidder's file format with all basic mandatory fields like... Opening balance, closing balance, dispensation, cash increased, cash decreased, returns / pre-withdrawals, deposits at denomination level for better forecast accuracy. File format can be shared with the bank, if needed ii) Request bank to give 18-24 months historical details iv) Request bank to give relaxation for first 90 days for any performance monitoring	Will be shared with successful bidder
68	66	5.1 Cash Replenishment / Cash Evacuation Services:	The BIDDER will be responsible for reconciliation of cash and resolution of all related complaints received from customers as per SOP defined by the Bank Recon Team and as per TAT defined by the RBI.	Request bank to elaborate the requirement of reconciliation, bidder will provide C3R report, EJ file for all dispute raised by the customer. Further reconciliation with Switch records and core banking need to be taken up by bank The Bidder assumes the bank is going to do the Reconciliation & Dispute management. We assume this clause is to for the reconciliation of the cash replenishments done by the CIT agencies and not related to customer dispute Management.	Your understanding is correct
69	66	5.1/i	i) The BIDDER will be responsible for reconciliation of cash and resolution of all related complaints received from customers as per SOP defined by the Bank Recon Team and as per TAT defined by the RBI.	We would request the bank to share SOP and any concern will be highlighted accordingly.	Will be shared with successful bidder
70	66	5.1 Cash Replenishment / Cash Evacuation Services:	e) ATM EOD must be done on daily basis irrespective of the cash loading of the ATM. There should be minimum of 15 cash replenishments/EOD in a month. The BIDDERS should furnish the details of the replenishments made during the month along with the bills for payment.	EOD for the Cassette Swap ATMs will be performed during cash replenishment. Bank to confirm the Total visits required on add cash ATMs.	It is also applicable for cassette swap loading
71	66	5.1	g) Cash Replenishment Services shall be provided normally whenever required; such Services are known as "Scheduled Replenishment Services." BIDDER /CRA shall respond to unscheduled service requests also. (Replenishment on Sundays and Holidays may also be required in emergency or Cash out situations. It is to be done at no extra cost to the Bank). Based on the predict model, cash will be provided on daily basis.	Request Bank to provide 1 day prior overnight cash vaulting facility during sundays & holidays wherever CRA vault is present	Will be shared with successful bidder
72	67	5.2 First Level Maintenance (FLM) and Second Level Maintenance (SLM)	i. Supply and replenishment of consumables without any quantitative limit.	Request bank to share the avg number of transaction for bidder to plan quantity of consumables dispatch on monthly basis	Will be shared with successful bidder

73	67	5.2.a.v	Providing video footage / images of the ATMs sites to the Branch, by way of media provided by bank without any additional cost to the Bank. Images should be provided as and when required. 180 days image data should be made available to the Bank. In case the vendor fails to provide video footage as and when requested any loss to the bank on account of not providing video footage will be recovered from the BIDDER. BIDDERS will share the required images / footages on SFTP as sending on email will have space constraints	We request Bank to clarify for all SFTP transfer requirement, whether Bank will provide its server in its environment for transfer or Bidder needs to arrange a server for same in Bank's premises.	Bank will provide SFTP server for EJ storage
74	67	5.2 First Level Maintenance (FLM) and Second Level Maintenance (SLM)	FLM requirement	We request Bank to clarify incase of Bank self loading cash, will FLM be the responsibility of Bank, or Bidder/s needs to provide FLM as CRA agency/ies undertake FLM.	FLM will be responsibility of Bidder
75	68	5.2 First Level Maintenance (FLM) and Second Level Maintenance (SLM)	g)ii. Continuous Monitoring of the level of consumables (, Receipt Printer Rolls, etc.) in each ATM through Incident Management Tools.	Request bank to confirm the list of consumables since JP is replaced with Electronic Journal for majority of latest model ATMs	RP roll is major consumable
76	68	5.2.i	The Bidder /s shall deploy dedicated resources to monitor the Machine at the Bank's Head Office, Zonal/Regional Offices and any of the office of the Bank in India required by the Bank.	We request Bank to clarify on count of such resources to be deployed at Bank's various offices, or clarify if the Bank expects such resources to work from Bidder/s' Managed Services Center and only one resource as SPoC is to be deployed in Bank's premises.	Will be shared with successful bidder
77	69	Annexure-18: Connectivity for the VSAT / Lease Lines:	Providing & fixing of 40 mm PVC conduit of ISI make	Is it mandate to provide conduit for VSAT cable or It is only a recommendation from bank to the Bidder and bidder can decide other options instead of PVC . Pls confirm.	It is mandatory to provide conduit for VSAT cable
78	70	5.5 Incident Management, Help Desk Service and Monitoring Tool and MIS service	The selected bidder will be responsible for Online and real time monitoring of ATMs to ensure desired 98% for Metro and Urban areas and 97% for Semi-Urban and Rural areas.	It is requested that Bank approves below downtime exceptions while considering the performance/SLA uptime 1. Force Majeure situations 2. Social or Political unrest/Curfew 3. Act of God/Natural calamities 5. MHA compliance 6. ATM room not accessible (shutter down / closed by Bank officials) 7. Any reasons attributable to Bank and beyond the control of MSP/Bidder. A maximum of 2 hour per month for Preventive Maintenance ii. A maximum of 10 hrs per month for Supervisory Time iii. Actual downtime on account of non/less supply of cash by the Bank iv. Actual downtime on account of Base 24 Switch downtime v. Power failure above 8 hours. vi. Force Majeure and Sun Outages vii. Any other exclusion agreed by the bank Exclusion of Lost communication downtime where network/power is provided by bank	details will be provided during RFP
79	70	5.5 Incident Management, Help Desk Service and Monitoring Tool and MIS	b. Bidder should arrange to intimate above situations by way of SMS to authorized officials of the Bank.	Request Bank to change this to email or SMS as for the followup/tracking/future investigation, email is a better option	Please TREAT it as SMS/Email
80	70	Annexure-18: Connectivity for the VSAT / Lease Lines:	Providing & fixing of 40 mm PVC conduit of ISI make	Is Bank looking for buyback offer for replacing existing VSATs too? Please confirm.	No Bank is not looking for buyback of VSAT

81	71	6. Compliance of all Regulatory Requirement like MHA, RBI, NPCI, DFS, IBA etc. during the Contract period	It is the responsibility of the bidder to change/upgrade/customize the infrastructure at all levels (like software, hardware supplied to Bank, Infrastructure at Management Centre, ATM site etc.) for ensuring the compliance to statutory, RBI, IBA and VISA/MasterCard/NPCI etc. requirements as on Go live date at no additional cost to the Bank. Any future compliance issued after go live date and during the contract period will be implemented on mutually agree terms. Bank reserves the right to close the machine at its discretion for non-compliance of regulatory guidelines. BIDDER will ensure implementation of ICCW (Interoperable Card less Cash Withdrawal through ATM), Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.	Please provide RBI,VISA,Master & NPCI Guidelines. All the future RBI guidelines/other regulatory guidelines will be taken on case to case basis on mutually agreed terms as we cannot foresee future requirements/guidelines. Kindly clarify who will provide and manage required ICCW server hardware and environmental software's.	Bidder will provide required ICCW server , hardware and environmental software's without any cost to Bank
82	71	5.5 Incident Management, Help Desk Service and Monitoring Tool and MIS service	g. Bidder should ensure two way integration of Bank monitoring system (ESQ) with Bidders Monitoring tool for real time update & monitoring of ATMs	Request bank to provide more details for the requirement of integration	details will be shared with successful bidders
83	71	5.6 Providing cassette swap services	b. Bidder will arrange the cassettes at its own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.	Request bank to confirm the number of ATMs where cash will be replenished using Cassette Swap method	All ATMs to be enabled with cassette swap method as per RBI directive
84	71	7.1 E-Surveillance integration at ATM sites:	7.1.1 Detection of Intrusion in the ATM, UPS, Control Panel, etc. ATM premises/ adjoining portion of ATM Branch premises, in case of Onsite ATMs wherever, due to structure & lay-out, such overlaps occur. "Adjoining portion of branch premises" means extended portion of branch premises associated with ATM lobby (in case of INSITE location).	We request Bank to clarify what is meant by "Adjoining portion of branch premises". As our solution shall not cover intrusion / incidents in adjoining premises of Branch	Adjoining means premise adjacent to branch
85	71	5.6.b	BIDDER will arrange the cassettes at its own cost for replenishment and evacuation of cash under cassette swap method. Further, vendor will replenish/evacuate the cassettes at its own premises and at its own risk and responsibility. The bank will not be liable for any loss arising in this regard.	We request Bank to clarify if for locations where Bank is doing self-loading of cash in ATMs, we hope that Bidder is NOT required to provide one additional set of Cassettes to Bank.	It is applicable for onsite and offsite as per RBI directive

86	73	7.2. Quick Response Team (QRT) for attending to the sites on event based requirements	7.2.1. To attend the site within reasonable time (generally within 15 to 20 minutes in Metro / Urban area, 30 minutes to 40 minutes in Semi Urban / Rural area).	15 to 20 mins is not practical and hence the bidder propose the below for SOS Metro/Urban - 30-45mins SemiUrban/Rural - 45-60Mins and non SOS Metro/Urban - 60 mins SemiUrban/Rural - 90 Mins Highest Priority to be given for SOS & Critical events like Vandalism, Fire / Smoke Alert, Panic Button Alert, Chest door alarm, Hooter etc. Also, this has contradiction with clause with 4. Site Maintenance, Cleaning services, E-surveillance and Caretakers Services, clause no. i. page-64 i.) Attend the site within reasonable time ("20 to 30 minutes in metro and urban areas and 30 to 60 minutes in Semi Urban and Rural areas)	No Change
87	73	7.2	Quick Response Team (QRT) for attending to the sites on event based requirements.	Is this required for onsite locations as well? Bank to kindly provide clarity on this	This is required for all type of sites
88	74	7.3 . Maintenance of the ATM cabins and site surroundings by roaming beat marshal	7.3.3. To visit and clean the ATMs site, its front entrance area and general surrounding minimum 4 times in a day (Morning / afternoon / evening/night) for ascertaining the cleanliness of the site as per agreed timings and to open and close the shutter of the site as per pre-determined shift timings of the ATMs. Shutter activities will be decided as per business requirement of the Bank which may be changed on time to time basis.	We request the bank to confirm the % of sites where shutter down requirement is needed. We request Bank to change the cleaning frequency from 4 times to 2 times a day	Will be shared with successful bidder
89	74	7.3	Maintenance of the ATM cabins and site surroundings by roaming beat marshal.	We request Bank to amend same as: "Maintenance of the ATM cabins and site surroundings by roaming attendant."	Clause modified as roaming attendant
90	75	Annexure 16- Scope of Work (7.3.16)	To keep a check on the health of the equipment/sensors/cameras and if required, necessary steps to be taken to ensure that the same is replaced/repared/rectified within a maximum period of 24 hours from the time of fault occurrence.	Bank has to allow exception in TAT for extremely remote locations	Exception details will be shared in RFP process
91	77	10. Use of One Time Combination (OTC) locks for CRA and self-loading ATMs	iii. CIT shall allow Bank, its authorized representatives, RBI and other regulatory & statutory bodies to conduct vault audits at location where currency vaulting services is provided. Audits shall be conducted by Bank at its own cost during normal business hours. Bank representatives shall carry a letter authorizing them to conduct such audits along with their identity cards, any Bank official without the said authority letter and identity cards shall not be allowed by CIT to conduct audits.	Request Bank to clarify the frequency & scope of such vault audits	Will be shared with successful bidder
92	78	12. Mobile ATM	Mobile ATM , Mobile ATM Service for minimum 12 hours per day including commute time	We request that Bank needs to give Uptime Availability Exclusions as required for Mobile ATMs (12hrs only working).	Will be shared in RFP process

93	79	12 Mobile ATM	Mobile should function according to bank requirement or up to 5000 km per month.	Since the bidder is going to cost for a mobile ATM based on transactions, we request the bank to please review the number of KMs the Mobile ATMs would be doing in a month. 5000KM seems to be very high and could inflate the cost. We request the bank to please share the Cities in which these Mobile ATMs will be deployed in	Will be shared in RFP process
94	79	Annexure 16; Pt 13	Bank will deploy certain ATMs at Captive sites like DBU/E-lobbies/Malls etc	Request Bank to consider Captive sites as Onsite. Rent & EB should be paid by Bank	Your understanding is correct
95	79	13	DBU /Non-Stop Elobby ATMs	bank to kindly provide the number of such deployments	Will be shared in RFP process
96	79	General on Mobile ATM		We request Bank to confirm: "Night parking with charging facility to be arranged by Bank".	To be arranged by bidder
97	79	General on Mobile ATM		We request Bank to clarify "Crew requirement, as per specification" whether it is only Driver, or Driver with a Helper.	Driver with helper to be arranged by Bidder
98	79	General on Mobile ATM		We request Bank to incorporate these additional optional fees for Mobile ATM at the time of subsequent RFP: Extra Hr, Extra KM, Night Halt and Holiday Charges	will be shared during RFP
99	80	PROCESSOR	Intel i5 9th Generation or equivalent or higher with base frequency 3.00 GHz or more with 6 MB cache or higher.	We request Bank to modify the clause as: Intel i3/i5 8th Generation or equivalent or higher with base frequency 3.00 GHz or more with 6 MB cache or higher. Justification: Only limited software packages are loaded for an ATM application, and most of the downloads happen through a switch whenever needed in the transaction. Even during the peak load, i.e., when the ATM is transacting, (OEM Native or MVS) CPU utilization reaches only 30%. It is the bidder's responsibility to ensure ATM performance without any cost to the Bank.	Clause modified as "Intel i5 6th Generation or equivalent or higher with base frequency 3.00 GHz or more with 6 MB cache or higher.
100	80	Annexure 17 HARDWARE AND SOFTWARE SPECIFICATION	If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / up-gradation and bear the cost for the same during the contract period i.e. 7 years (Seven years). This clause is also applicable for hardware and all the software like OS of ATM, TSS, and EMV etc. offered under this RFP	Bidder cannot envisage any future developments. Hence request you to make the changes as below.If any new guidelines are issued by these organizations, the bidder shall arrange for its compliance / up-gradation based on mutually agreed cost with the bank during the contract period i.e. 7 years	This is applicable for the guideline/directive for ATM compliance issued by regulatory requirements till go Live Date and after that General Framework given at Section D (page 94) of RFQ to be followed as per Bank extant guidelines
101	80	A. HARDWARE AND SOFTWARE SPECIFICATION	Item 4: Hard Disk One 500 GB SSD(Primary and 1 TB SATA/e-SATA HDDs (Secondary) or higher	Please consider: One 500 GB SSD/ M2 SSD (Primary and 1 TB SATA/e-SATA HDDs (Secondary) or higher	Clause modified as One 500 GB/1TB SSD/M2 SSD (Primary and 1 TB SATA/e-SATA HDDs (Secondary) or higher

102	80	6	<p>Windows 11 or Windows 10 (2021H2 LTSC) with official support from Microsoft for all support, upgrades and security patches for next 7 years. In case supplied OS is declared end of support by Microsoft, the BIDDER has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank.</p> <p>Compatible with Base24 Switch Connectivity.V-SAT / Leased Line / ISDN / CDMA technology.</p> <p>Reversal Message of Transactions. Multi-Lingual software for customer display apart from Hindi & English Remote retrieval of Journal particulars Electronically. Should support checking transactions for Hot cards, Warm Cards, Expired Cards, Skimmed Cards, Account Type, and service restriction Online or Offline mode.</p> <p>100Mbps Ethernet controller. OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed.</p>	<p>Requesting bank to consider supplying Windows 10 2019 LTSC version.</p>	<p>Please treat as Windows 11 or Windows 10 (2019/2021H2 LTSC) or Linux - subject to Platinum Support. Bidder to provide evidence with RFQ bid.</p>
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103	80	OPERATING SYSTEM AND CONTROLLING SOFTWARE	Windows 11 or Windows 10 (2021H2 LTSC) with official support from Microsoft for all support, upgrades and security patches for next 7 years. In case supplied OS is declared end of support by Microsoft, the BIDDER has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank. Compatible with Base24 Switch Connectivity.V-SAT / Leased Line / ISDN / CDMA technology.Reversal Message of Transactions.Multi-Lingual software for customer display apart from Hindi & English. Remote retrieval of Journal particulars Electronically.Should support checking transactions for Hot cards, Warm Cards, Expired Cards, Skimmed Cards, Account Type, and service restriction Online or Offline mode. 100Mbps Ethernet controller. OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed'	We request Bank to modify the clause as: Windows 11 or Windows 10 (2021H2 LTSC) or Linux with official support from Microsoft/Linux corporation for all support, upgrades and security patches for next 7 years. In case supplied OS is declared end of support by Microsoft, the BIDDER has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank. Compatible with Base24 Switch Connectivity.V-SAT / Leased Line / ISDN / CDMA technology. Reversal Message of Transactions.Multi-Lingual software for customer display apart from Hindi & English.Remote retrieval of Journal particulars Electronically. Should support checking transactions for Hot cards, Warm Cards, Expired Cards,Skimmed Cards, Account Type, and service restriction Online or Offline mode.100Mbps Ethernet controller. OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed Justification: Linux being very robust system and having much greater reselance to the virus and malwares. The same is being preferred and suggested by the security experts. Even the Government departments have been advocating the preference to Open Source. Govt. Notification Ref No. F No. 1(3)/2014-EGII.	Clause Modified as " Windows 11 or Windows 10 (2021H2 LTSC) or Linux with official support from Microsoft corporation/Linux subject to Platinum Support for all support, upgrades and security patches for next 7 years. In case supplied OS is declared end of support by Microsoft, the BIDDER has to replace the same with a supported OS including the supported hardware changes or provide compensating controls without any cost to Bank. Compatible with Base24 Switch Connectivity.V-SAT / Leased Line / ISDN / CDMA technology. Reversal Message of Transactions.Multi-Lingual software for customer display apart from Hindi & English.Remote retrieval of Journal particulars Electronically. Should support checking transactions for Hot cards, Warm Cards, Expired Cards,Skimmed Cards, Account Type, and service restriction Online or Offline mode.100Mbps Ethernet controller. OS Hardening (with local firewall) guidelines issued by the OS supplier and the Bank's IS Policy should be strictly followed. Bidder to ensure Platinum Support for OS
104	81	7	CEN 1 or higher safes or UL safe (UP 291 Level 1 and above standard) and certificate should be in force.	Considering higher level of break in of safes across India and it is in increasing trend, vendor to migrate to higher level safes security. Minimum safe security is CEN 1 which to be provided 3-4 months and should be considered as a default minimum level of security. It should follow the BIS published security recommendation for safes IS 17532 : 2021. All vendors to certify the safes to the above standards within 6 months. Vendors to confirms to the BIS standards or provide roadmap with details of date of compliance	Please treat as "CEN 1 or higher safes or UL safe (UL 291 Level 1 and above standard) and certificate should be in force".
105	82	9 Dispenser	Bidder shall supply ATMs with inbuilt solution to avoid fixing of false plate or avoid any other type of tampering by fraudster at dispenser/cash slot which result in financial loss to bank. For such incident, Bidder will be solely liable for such tampering at cash slot	This is vandalism & bidder cannot be responsible for the same. This clause needs to be removed	No change in clause, Bidder to supply required hardware/software solution to stop such fraud and Bidder will be solely liable for loss of such tampering at cash slot during the tenure of the contract.

106	82	10 CURRENCY CASSETTE	Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Request bank to keep the option of tagging as well	There should be option to lock the cassette through Tags along with lock.
107	82	A. HARDWARE AND SOFTWARE SPECIFICATION	Item 10: Currency Cassette Capacity: Not less than 2,500 places per cassette. Compatibility: Old/New/Mixed notes. Capable of dispensing used/old notes Latching facility is required. The Cassette shall be compatible for cassette-swap implementation. Sensor to send low-cash supply message to the Switch centre. Reject BIN or Divert cassette bin with lock and key with capacity to hold at least 200 notes.	Please clarify: 1) Only Reject BIN shall have Key or Currency cassettes also shall have Key? 2) Can be use one time seal instead of a key?	Tagging is also required
108	85	18/EDJC	Compatible for remote Electronic Data Capture of Journal.	Need more clarity on EDJC functionality	It is EJ data
109	86	21:- ATM FUNCTIONALITY	Should be mechanically and electrically capable of functioning 24 X 365 basis. Should enable voice using software of Bank's choice and should support for audio.	Request the Bank to specify the software that bank is intending to use for the same.	Will be shared with successful bidder
110	86	A. HARDWARE AND SOFTWARE SPECIFICATION	Item 22: Power Power and telecommunications cabling carrying data or supporting ATM services should be protected from interception or damage. BIDDER should follow stringent guidelines and best industry practices to protect the system from unauthorized access and wire - tapping. Power consumption of the ATM for average 300 transaction should not be more than 100 Wats	As is not technical possible to consume only 100W to support ATM please consider: Power and telecommunications cabling carrying data or supporting ATM services should be protected from interception or damage. BIDDER should follow stringent guidelines and best industry practices to protect the system from unauthorized access and wire - tapping. Power consumption of the ATM for average 300 transaction should not be more than 100 Wats	Power consumption of the ATM for average 300 transaction should not be more than 200 Wats

111	88	27/Protected CD/USB Slots	<p>ATM should have protected USB ports under operating system log-on.</p> <ol style="list-style-type: none"> 1. ATM USB Ports should be configured to work in a locked down / restricted mode (with non admin rights). 2. When the user is logged in as an Administrator, USB drive (Pen Drive, USB HDD) should ask for a password and only upon a valid password it should allow the user to activate the USB Drive. Such password should be generated dynamically and not a default password 4. The authorized personnel should retrieve the password from a central helpdesk via email or telephone or SMS through a registered email / mobile number. 5. There should be a tracking / database maintained for the Password issued to every ATM and retained for audit purpose 	<p>USB ports will not be blocked but instead USB mass storage drive will be blocked. Please clarify on why it should work as per the mentioned process, our security solution provides access to USB mass storage from central server, there is no need to have password. Kindly modify clause.</p>	<p>This is required to protect the ATMs from malware as per RBI directive issued in June 2018</p>
112	88	27	<p>ATM should have protected USB ports under operating system log-on.</p> <ol style="list-style-type: none"> 1. ATM USB Ports should be configured to work in a locked down / restricted mode (with non admin rights). 2. When the user is logged in as an Administrator, USB drive (Pen Drive,USB HDD) should ask for a password and only upon a valid password it should allow the user to activate the USB Drive. 3. Such password should be generated dynamically and not a default password 4. The authorized personnel should retrieve the password from a central helpdesk via email or telephone or SMS through a registered email / mobile number. 5. There should be a tracking / database maintained for the Password issued to every ATM and retained for audit purpose 	<p>Every Security software will follow different algorithms/methods to allow USB Access. Windows Login is done with a One time access password/Token and post login with OTP, Each USB device to be whitelisted seperately through Central Helpdesk to get access to USB ports. Requesting bank to amend teh clause accordingly.</p>	<p>It should be permitted as per Bank IT security policy and RBI direction</p>
113	89	29/Application whitelisting	<p>Application Whitelisting: Bank wishes to adopt high software security with use of application whitelisting solution. All BIDDERS must provide Whitelisting solution with the following features</p> <ol style="list-style-type: none"> 1. The solution must ensure that only 'whitelisted' applications run on the CD 2. The solution must prevent the execution of any non white-listed files on the machine 	<p>Kindly clarify who will provide and manage required TSS server hardware and environmental software's.</p>	<p>Bidder to provide complete hardware , software applications and manpower support without any cost to Bank</p>

114	89	Time Based Admin/OS Access	<p>CD should have Dynamic Windows Password.</p> <ol style="list-style-type: none"> 1. ATM Windows OS should be configured to work in a locked down / restricted mode (with non admin rights). 2. The Windows admin password must be replaced with new one at an interval as defined (say every 2 Hrs). 3. The password must meet the minimum length and upper case and lower case as per security policy defined. 4. The authorized service engineer should retrieve the password from a central helpdesk via email or telephone or SMS on registered email address or mobile number at central help desk. 5. There should be a tracking / database maintained for the Password issued to every ATM and retained for minimum of 12 months. 	<p>We request Bank to modify the clause as: CD should have Dynamic Windows/Linux Password.</p> <ol style="list-style-type: none"> 1. ATM Windows/Linux OS should be configured to work in a locked down / restricted mode (with non admin rights). 2. The Windows/Linux admin password must be replaced with new one at an interval as defined (say every 2 Hrs). 3. The password must meet the minimum length and upper case and lower case as per security policy defined. 4. The authorized service engineer should retrieve the password from a central helpdesk via email or telephone or SMS on registered email address or mobile number at central help desk. 5. There should be a tracking / database maintained for the Password issued to every ATM and retained for minimum of 12 months. 	<p>The OS whether Windows or Linux should be of the version complying RBI guidelines for control measures. All upgrades to OS along with hardware required to support the OS upgrade to comply with RBI guidelines for control measures has to be carried out by the bidder at no additional cost to the bank during the contract period.</p>
115	90	34	<p>ATM OEM to submit certificate in reference to the Public Procurement for CD hardware (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 29, 2019 & June 4, 2020. ATM/CD being proposed should be BIS certified under IS 13252(PART 1):2010/ IEC 60950-1 : 2005 Brand Manufacturing should have ISO certification 14001 and 9001.</p>	<p>We understand that BIS certification is mandated by Customs authorities for equipment imported into India from overseas. Since Bank expects ATMs to be procured from only Class I and Class II local suppliers as per Government's guidelines on Make In India initiative, BIS certification is not necessary for locally manufactured products. If Bank feels need for the BIS certification, we request Bank to consider and permit submission of BIS certificate for the proposed ATM model by successful Bidder/s before sign-off for the pilot lot post-UAT.</p> <p>Also, we request Bank to consider either ISO 9001 or ISO 14001 Certification at the stage of submission of response to this RFQ.</p>	<p>Bidder should have ISO certification 14001 or 9001 and submit the same with RFQ bid.</p>
116	91	Annexure - 17 : Hardware and software specifications A.7 - Other Specifications	<p>ATMs should be Scalable of One to One Marketing. Client when Loaded on CASH DISPENSERS should be able to interact with different CRM sources using open standard messaging standards.</p>	<p>There are no open standards for marketing solutions in ATMs or integration with CRM systems. Such integration will always be customized to the bank's specific requirements and the efforts for this cannot be anticipated in advance for calculation of commercial.</p> <p>Request bank to clarify on this point or consider to remove it.</p>	<p>Will be shared with successful bidder</p>
117	91	Point 14	<p>ATM should recognize the chip /Biometric cards and accordingly display the screen/voice prompts. Transaction details entered by the client will be sent to the switch and switch will identify the card as Biometric card or normal and authenticate the client accordingly</p>	<p>Request bank to clarify this clause & explain on Biometric Card. Also bank to ensure that the SWITCH authenticates the transaction</p>	<p>Machine should have latest hardware/software to capture Biometric data to implement the Aadhar based ATM transactions Or OTP based ATM transaction</p>

118	93	C. Software/Hardware Support:	16) BIDDER will ensure implementation of ICCW (Interoperable Card less Cash Withdrawal through ATM). Any Modification of this software, hardware, procurement and deployment of various server, Change of Configuration, integration etc. pertaining to ATM for the purpose of rollout / enhance the new functionality incl. ICCW will be done by BIDDER at no cost to bank.	Need to get clarity on who will provide and manage required ICCW server hardware and environmental software's.	Bidder to provide and manage ICCW server and applications
119	93	General	No. of machines to be covered under each services	The bidder requests the bank to provide the Number of ATMs by their cities, on-site/off-site : metro-urban, Semi-urban, Rural	Will be shared with successful bidder
120	93	12	In case of States having Road Permit/entry tax, BIDDER will liaison with local tax authorities at each of the locations to obtain the necessary permissions from the respective authorities. Obtaining the necessary permissions will be the responsibility of BIDDER. The cost of the same shall be borne by BIDDER.	Suggest bank in such cases there are delays in delivering Assets like ATM, UPS, VSAT etc and no Late Delivery to be charged to vender as this is time consuming process by the Government authority.	details to be provided during RFP
121	94	General (D) - Bullet point	The per transaction fee arrived through this RFP process will remain the same during the contract term however for the New Functionalities, bank at its discretion may opt from the available options i.e., reimburse the Bidder on an incremental per transaction fee basis or pay an upfront fee.	Suggest Bank to preferably publish RFP on Monthly Fixed Rental model instead of Transaction model as current transaction trend are not encouraging and ATM transactions are declining across the industry. Alternatively Bank to provide minimum gurrantee (MG) of 120 transaction per ATM per day basis. Also, request Bank to provide the annual increment at the rate of Consumer Price Index (CPI) or 2.5% of discovered transaction rate, whichever is higher	will be shared during RFP process
122	95	Annexure - 18 : Site Implementation Service for New & Old ATM Sites 1.(c) - Wall Construction	Providing and Making 115mm thick brick wall in plumb and line, cement mortar 1:4 including raking and curing complete.	This should be required only if any offsite room does not have already constructed 3 walls. Since onsite ATM room will be provided by the Bank in ready constructed manner	Your understanding is correct
123	95	Annexure - 18 : Site Implementation Service for New & Old ATM Sites 1 (e) Plaster of Paris	Providing and applying Plaster of Paris punning of average thickness 5mm on plastered wall surface in line and level.	POP is not require due to ACP wall paneling	Your understanding is correct
124	95	Annexure - 18D - Sand Plaster	12 mm thick sand plaster in cement mortar 1:4 including curing, in line and level.	We understand Bank will provide complete Onsite ATM room with Sand plaster and Primary paint coating along with rolling shutter and electricity connection as per industry standard.	Your understanding is correct

125	95	1 g)	<p>Main door - with anti-shatter film - with customized door handle. Providing and fixing Poly-carbonated door laminated with clear anti-shatter film on one side comprising of approximate 85mm x 45mm, (as per site layout), aluminum Black powder coated members, floor spring of Hemco, Everite, Hyper or ISI approved make, clip sections, providing and fixing color SS D type handle to fit on Door.</p> <p>BIDDER may supply 8 MM glass material wherever Poly carbonate is not available</p> <p>For common entrance for ATM & Branch, 12 mm thick Toughened Glass in Main Door has to be provided , the same to be fixed with bottom heavy duty floor springs with SS finish patch fittings on Top and Bottom. .Maintaining same specifications for Branch & ATM door would provide uniformity in design.</p> <p>However, if the ATM is a Stand Alone unit (Offsite) framed glass door may be used.</p>	<p>There are two options Polycarbonate sheet and 8MM Glass door.Bank to confirm on the understanding that wherever poly carbonate is not available only then we need to use 8MM Glass door or whatever is feasible with the vendor they can use as per the availability.</p> <p>Post that it is mentioned that 12MM Toughened Glass in the main door has to be provided. The understanding is that it is for On site. If yes, then this line item should be seprate as the cost for Polycarbonate/8mm Glass and 12 MM toughened glass would differ.</p>	<p>All glass door and glass partition shall be of 12mm thick toughened glass of approved make. Glass door to be fixed with heavy duty floor spring SS finish patch fittings.</p>
126	96	1. N) Enamel Paint	<p>Providing and applying three coats of 1st quality Enamel paint including scraping the surface clean.</p>	<p>Please specify the color code for enamel paint</p>	<p>Will be shared with successful bidder</p>
127	96	m) Paneling with enamel Paint	<p>Providing and fixing Aluminum Composite Panel (ACP) comprising of 60mm X 60mm Aluminium section framework @ 600mm X 600 mm C/c to be used in partitions, 12 mm with trap door with magnetic catch / tower bolt arrangement, finished with enamel paint. Ply to be IS 303, BWR Grade (For inside work), Ply to be IS 710 Grade (For external work exposed to atmosphere). (Trap door to be given only if the above item is used for shutter covering outside the ATM center.) Paneling at entrance and walls to 7ft. / 8 ft. height made 1.5" x1" and 18 gauges 2'-0" C/C both ways. ACP to be in 2' wide panels or distributed equally. The panels to be fixed to the frame with 3M or equivalent adhesive. Joints to be finished with Silicon based sealant. ACP thickness of 3mm min. Aluminum foil thickness to be 0.20 mm. ACP only on the ATM side with thickness of 3mm minimum. Aluminum Composite Sheet with trap door and all accessories..</p>	<p>Please rectify the Head Paneling with enamel paint to Panelling with 3.0 mm ACP also in detail description it is mixed specification for Partition, panelling and Shutter boxing while same are seprate items mentioned on page no 101 under section 'U' and 'V'.</p>	<p>Panelling shall be of ACP , False ceiling shall be of gypsum with emulsion paint finish . Trap door to be provided with 12mm ply with same finish</p>

128	96	1 h)	Wooden partition - Providing and fixing wooden partition comprising of 12 mm plywood of make Century, Anchor or Greenply on both sides, 50mm x 50mm hardwood section, 600mm c/c both ways, fog grey laminate of make Century, Formica or Euro 1.0 mm on one side and enamel paint on other side, partition to accommodate Aircon Louvers, provision for exhaust fan, grooves, to be made as per customized design. Ply to be of IS 303, BWR grade (For internal work only). Partition above false ceiling will be covered with 12mm ply on the visible side. OR Solid partitions are to constructed by using 60mm X 60mm aluminium sections @ 600mm X 600 mm C/c	Point no I (m) of RFQ Page no 96 says ACP Panelling and here it is mentioned Wooden Partition. If the Panelling is ACP then the partition also should be done in ACP. Bank to confirm on the actual requirement. If ACP partition is to be used, then proper specification to be shared for deriving the costing accordingly.	All partitians shall be of ACP except that of the adjacent UPS room (if available), which will be made of 12 mm ply wood and finished with emulsion paint
129	96	1 m)	Paneling with enamel paint. - Providing and fixing Aluminum Composite Panel (ACP) comprising of 60mm X 60mm Aluminium section framework @ 600mm X 600 mm C/c to be used in partitions, 12 mm with trap door with magnetic catch / tower bolt arrangement, finished with enamel paint. Ply to be IS 303, BWR Grade (For inside work), Ply to be IS 710 Grade (For external work exposed to atmosphere). (Trap door to be given only if the above item is used for shutter covering outside the ATM center.) Paneling at entrance and walls to 7ft. / 8 ft. height made 1.5" x1" and 18 gauges 2'-0" C/C both ways. ACP to be in 2' wide panels or distributed equally. The panels to be fixed to the frame with 3M or equivalent adhesive. Joints to be finished with Silicon based sealant. ACP thickness of 3mm min. Aluminum foil thickness to be 0.20 mm. ACP only on the ATM side with thickness of 3mm minimum. Aluminum Composite Sheet with trap door and all accessories.	ACP foil is 0.20mm this is a non standard requirement. Standard is 0.15 or max 0.18mm. Bank to confirm if the Aluminum foil thickness of 0.15mm or 0.18mm is ok.	ACP having 3 mm thckness to be used . Minimum thickness of aluminium coil shall be .15 mm (inner side) and .25 mm (outer side)
130	96	h) wooden partition	Providing and fixing wooden partition comprising of 12 mm plywood of make Century, Anchor or Greenply on both sides, 50mm x 50mm hardwood section, 600mm c/c both ways, fog grey laminate of make Century, Formica or Euro 1.0 mm on one side and enamel paint on other side, partition to accommodate Aircon Louvers, provision for exhaust fan, grooves, to be made as per customized design. Ply to be of IS 303, BWR grade (For internal work only). Partition above false ceiling will be covered with 12mm ply on the visible side. OR Solid partitions are to constructed by using 60mm X 60mm aluminium sections @ 600mm X 600 mm C/	As per pg no 101 u, we suggest that partition will be done in ACP Sheet with aluminium framing. We request Bank to modify this acluse accordingly.	Wooden partition shall be provided for UPS room with exhaust fans and louvers. Same shall be finished with emulsion paint

131	96	i) Wooden flush door – 600 mm x 2050mm	Providing and fixing wooden door frame with 30-32 mm thick solid core flush door (Both side commercial), hot pressed, grade with teakwood lipping patti, SS hinges - 3 nos., one dead lock, finished with Fog Grey laminate 1.0 mm on one side and other side with enamel paint.	As per pg no 101 u, we suggest that partition will be done in ACP Sheet with aluminium framing. We request Bank to modify this aclude accordingly.	Partition shall be made of ACP
132	96	m) Paneling with enamel paint.	Providing and fixing Aluminum Composite Panel (ACP) comprising of 60mm X 60mm Aluminium section framework @ 600mm X 600 mm C/c to be used in partitions, 12 mm with trap door with magnetic catch / tower bolt arrangement, finished with enamel paint. Ply to be IS 303, BWR Grade (For inside work), Ply to be IS 710 Grade (For external work exposed to atmosphere). (Trap door to be given only if the above item is used for shutter covering outside the ATM center.) Paneling at entrance and walls to 7ft. / 8 ft. height made 1.5" x1" and 18 gauges 2'-0" C/C both ways. ACP to be in 2' wide panels or distributed equally. The panels to be fixed to the frame with 3M or equivalent adhesive. Joints to be finished with Silicon based sealant. ACP thickness of 3mm min. Aluminum foil thickness to be 0.20 mm. ACP only on the ATM side with thickness of 3mm minimum. Aluminum Composite Sheet with trap door and all accessories	As per page number 101-V, we suggest that shutter box will be made of ACP Sheet with aluminium framing. We request Bank to modify this clasue accordingly.	Panelling shall be of ACP , False ceiling shall be of gypsum with Emulsion finish . Trap door to be made of 12mm ply with same finish
133	97	S) 1. Electric main switch	Providing and fixing of main switch 63 Amps. 415 volt T.P.N. with HRC fuses. (Make CPL, L&T or ISI).	AGS suggest to use Modular DB panel to house all electrical items in single box for better performance, standarisation and safety in which instead of Main switch four pole 63 AMP isolator will also be provide to conect main cable directly.	Modular Distribution Board Panel comprising of the following:- 1. 63 Amps ELCB as input to 3 phase cable 2. Douple Pole MCBs 32 Amps each for individual phase. One of these MCBs will act as incomer to UPS. Other Two for Raw Power Loads like AC, sockets etc. 3. 16 Amps Single Pole MCBs (5 numbers) for the two numbers of raw power DP MCB each. 4. 12 way Single Pole MCB box as UPS outgoing for the various loads as indicated in the tender bid document. Please refer to the attached SLD.

134	97	Annexure - 18 : Site Implementation Service for New & Old ATM Sites 1 (r) Panelling with 1.0 mm laminate	Providing and fixing in position ply panelling with hardwood framing of 50mm x 38mm section at 600mm c/c both ways, 12 mm plywood with 1.0 mm laminate of approved shade and make, in plumb, line and level complete as directed. Ply to be of IS 303, BWR grade. Panelling above false ceiling will be covered with 12mm ply without laminate	Bank shall opt for ACP, wooden partition is not required.	All partitions shall be of ACP except that of the adjacent UPS room (if available), which will be made of 12 mm ply wood and finished with emulsion paint
135	97	Annexure-18: Connectivity for the VSAT / Lease Lines:		Is bidder required to provide backup link on alternate media at each site or atleast premium sites (around 15%)? Please confirm	Will be shared during RFP
136	97	1 o)	External fixed glazing - Providing and fixing external fixed glazing comprising of 8 mm Modifloat, Saint Gobain, Asahi make clear glass with top, bottom and vertical frame comprising of black powder coated aluminum members, glass to be laminated with clear antishatter film on one side. Approximate 100mm top & bottom member, approximate 100mm vertical members. It is Mandatory to use 12mm thick Toughened Glass in Glazing /Doors in Branch/ATM	Our Understanding is 12mm Toughend Glass to be used for on Onsite ATM and 8mm normal glass is to be used in offsite ATM's. Bank to clarify on this. Also, there should be two separate line items for Fixed glazing with Toughened Glass and Normal Glass as the rate will Vary for both.	All glass panel shall be of 12mm thinnck toughened glas of approved make
137	97	1 r)	Panelling with 1.0 mm laminate - Providing and fixing in position ply panelling with hardwood framing of 50mm x 38mm section at 600mm c/c both ways, 12 mm plywood with 1.0 mm laminate of approved shade and make, in plumb, line and level complete as directed. Ply to be of IS 303, BWR grade. Panelling above false ceiling will be covered with 12mm ply without laminate. Paneling to be avoided on walls (as it is vulnerable to cause Fire Hazard). However, if required, it can be provided for concealing the Cables) ..Fire resistant plywood, laminate /paint to be used.	Point no I (m) of RFQ Page no 96 says ACP Panelling and here it is mentioned Ply and Laminate. Bank to confirm on the actual requirement and Clarify on the specifications which needs to be used for Onsites and Offsites.	All partitions shall be of ACP except that of the adjacent UPS room (if available), which will be made of 12 mm ply wood and finished with emulsion paint

138	97	1 s)	Electric main switch - Providing and fixing of main switch 63 Amps. 415 volt T.P.N. with HRC fuses. (Make CPL, L&T or ISI).	It should be part of DB. We use 4 Pole Isolater. Do we need to give this extra?	Modular Distribution Board Panel comprising of the following:- 1. 63 Amps ELCB as input to 3 phase cable 2. Double Pole MCBs 32 Amps each for individual phase. One of these MCBs will act as incomer to UPS. Other Two for Raw Power Loads like AC, sockets etc. 3. 16 Amps Single Pole MCBs (5 numbers) for the two numbers of raw power DP MCB each. 4. 12 way Single Pole MCB box as UPS outgoing for the various loads as indicated in the tender bid document. Please refer to the attached SLD.
139	98	z) Electricals with UPS cabling	Providing and Fixing, MK, CPL, Anchor, Crabtree Havells, Clipsal make switches / sockets, wires of Anchor, Crabtree Havells, Finolex, Polyplast, Polycab, Pagoda make, 5/15 A 6 pin socket with 16 A switch - 9 points comprising as Machines - 2 nos, NIU - 2 nos, one each for Monitor, Camera, Text interface, Card Access and Spare power point, 4 nos. Metal clad with 20A MCB - 2 each for Aircons & UPS input and output, 4 nos. light points comprising of 6A Single switch for Tube lights, spotlights, signage, internal earthing with 1/18 earthing wire, 4 mm2 - 3 core cable for aircons, and 1.5 mm2 wire for light points, 3 phase 4 Way Distribution box of MDS, Crabtree Havells, Indo Krupp, Indo Asian make with 4 Pole ELCB 63 A 300 mA, appropriate nos. of 20 - 30 A SP MCBs, 40A 2 pole MCB - 1 nos, MCB makes all the wiring to be in PVC conduit with proper saddling and bends wherever necessary. For UPS - Providing and Fixing SPN DB with appropriate MCBs, 2 nos. 15 A tops, cables for input and output to and from UPS.	AGS Would suggest to use Modular DB to house all desired electrical item in one modular panel for standardization, unique product with high standard workmanship due to factory production as per specification however electrical wiring from DB to fixtures will be separate -- Modular distribution board comprising of Incomer 63 A Isolator (4 pole). One Double Pole 32 A MCB at incomer & 3 outgoing 16A SP MCB controlled for ATM, Emergency Light. 4 Nos UPS 6/16A Modular Switch Socket Output . 2 Nos, 20A Metal Clad Socket should be provided for UPS Incoming & Outgoing. One more Double Pole 32 A MCB at incomer for 02 Nos 20A Metal Clad for ACs connected with timer switch (One Metal clad to be used for stabilizer input, 2nd for Stabilizer out put & 3rd,4th to be used for AC1 & Ac2). One No 16A SP MCB should feed the supply to one no. 16A timer switch at night glow day off mode. 2 Nos. 16A SP MCB should be available for general light & 01 No 16A SP MCB should feed the supply 2Nos 6/16A Modular Switch Socket at Raw Power. All wiring of ISI FRLS cables. Lighting points including circuit wiring with 1.5 Sq mm copper wire and for UPS and AC input and output wiring 4 Sq mm copper wire through cable manager. All neutral and earth links should be of minimum 63A. All Switches, MCBs, ELCBs, cables to be ISI make: Legrand, GE, Anchor Roma, MK, Indokrupp, Crabtree, Finolex, L&T, Siemens. Single line diagram showing the lighting, power & UPS power distribution in ATM room with size and ratings of wires, etc. to be provided.	Modular Distribution Board Panel comprising of the following:- 1. 63 Amps ELCB as input to 3 phase cable 2. Double Pole MCBs 32 Amps each for individual phase. One of these MCBs will act as incomer to UPS. Other Two for Raw Power Loads like AC, sockets etc. 3. 16 Amps Single Pole MCBs (5 numbers) for the two numbers of raw power DP MCB each. 4. 12 way Single Pole MCB box as UPS outgoing for the various loads as indicated in the tender bid document. Please refer to the attached SLD. Rest all details of Loads, wiring, conduiting shall remain unchanged.

140	98	II C - Fixed Component	Fire extinguishers & fire detection system - One ABC modular type 5.0 Kg type Fire Extinguisher to be provided. It should be installed in such a way to cover UPS & batteries effectively. One 4.5 KG CO2 gas type Fire Extinguisher to be provided at KIOSK area as per IS :15683.	Suggest bank to modify smaller size equipment, 5 kg / 4.5 kg is not for ATM site application product. For ATM site 2 kg product is used across the Banks.	Terms remain unchanged
141	98	1 z)	Electricals with UPS cabling - Providing and Fixing, MK, CPL, Anchor, Crabtree Havells, Clipsal make switches / sockets, wires of Anchor, Crabtree Havells, Finolex, Polyplast, Polycab, Pagoda make, 5/15 A 6 pin socket with 16 A switch - 9 points comprising as Machines - 2 nos, NIU - 2 nos, one each for Monitor, Camera, Text interface, Card Access and Spare power point, 4 nos. Metal clad with 20A MCB - 2 each for Aircons & UPS input and output, 4 nos. light points comprising of 6A Single switch for Tube lights, spotlights, signage, internal earthing with 1/18 earthing wire, 4 mm2 - 3 core cable for aircons, and 1.5 mm2 wire for light points, 3 phase 4 Way Distribution box of MDS, Crabtree Havells, Indo Krupp, Indo Asian make with 4 Pole ELCB 63 A 300 mA, appropriate nos. of 20 - 30 A SP MCBs, 40A 2 pole MCB - 1 nos, MCB makes all the wiring to be in PVC conduit with proper saddling and bends wherever necessary. For UPS - Providing and Fixing SPN DB with appropriate MCBs, 2 nos. 15 A tops, cables for input and output to and from UPS	Modular distribution board comprising of Incomer 4P ELCB 63 A-300 mA. ELCB/RCCB Tripping is increasing the downtime of the ATM. We Suggest for Incomer 63A TPN Isolator . One Double Pole 40 A MCB at incomer & 3 outgoing 20A SP MCB controlled for CD, Emergency Light. We suggest to have 32A DP MCB 1 & 16A SP MCB-3 Nos as we use maximum 2 KVA UPS so 32 Ampere is more than enough. Bank to Confirm.	Modular Distribution Board Panel comprising of the following:- 1. 63 Amps ELCB as input to 3 phase cable 2. Double Pole MCBs 32 Amps each for individual phase. One of these MCBs will act as incomer to UPS. Other Two for Raw Power Loads like AC, sockets etc. 3. 16 Amps Single Pole MCBs (5 numbers) for the two numbers of raw power DP MCB each. 4. 12 way Single Pole MCB box as UPS outgoing for the various loads as indicated in the tender bid document. Please refer to the attached SLD. Rest all details of Loads, wiring, conduiting shall remain unchanged.
142	98	1 Aa)	2 Mtr , 50 mm dia GI chemical earthing funnel, excavation in soft murrum and backfilling, salt and coal filling in layers, 254mm x 254mm masonry chamber with sand plaster, RCC or cast iron lid, earthing connectivity to be in 10SWG copper wire in PVC conduit from bottom of the pit to the existing ground level, complete. New Earthing is required at all onsite and Offsite ATMs before deployment of ATM machines under this contract.	The life of 17.2mm Rod is approx 5 time more than any GI Pipe because the maximum pipe thickness is not more than 3mm & masonry work can be eliminated for this model and only simple Jali can solve the issue. The surface area is less so resistance level shall be less. Hence, We suggest to have the earthing as per the below specification: - " Solid copper bounded earthing electrode with 250 micron coating on 17.2mm Rod, 1.5MTR length with chemical 15kgs BFC. Earthing Warranty – 3 Years ". The performance of suggested earth station is almost 3 time of pipe earth station. Bank to Confirm.	Chemical Earthing as per prevalent guidelines of IS code 3043
143	98	b) Chair	1 no. Reputed make plastic chair (ISI marked) with handles for security guard, wherever deployed	We request Bank that chair be provided only for sites where a security guard is deployed.	Clause deleted
144	99	Annexure - 18 : Site Implementation Service for New & Old ATM Sites III-b - Gypsum paneling./ Calcium Silicate Board	P and F in position 12 mm Gypsum Partition comprising of Gypsum sheet on both sides of partition with GI frame section in line and level. Bank requires partition in ACP sheets only. However, this is an optional item and may be required at certain onsite locations	Wooden Partition & ACP Partition both is available in the line item, kindly confirm which will be applicable at site ? We will suggest to do the partition with ACP sheet only.	All partitions shall be of ACP except that of the adjacent UPS room (if available)
145	99	III c)	Red Black Granite slab 18-20 mm thick for flooring. Fixing in cement mortar 1:5, complete with cutting and joints filling.	This point contains Red Black Granite, and Point no. 1 I) mentions Black granite. Bank to Confirm Red granite or Black granite to be considered.	Black Granite

146	102	3	Quality Specifications for "Back-lit" - Tensioning - Aluminum extrusion – Milliken tensioning system with rubber gasket	The tensioning system mentioned in the RFQ is for Milliken Tensioning system. The current industry standard practice is to use Aluminium L Angle tensioning system. Bank to confirm.	To use Aluminium L angle tensioning system
147	102	3	Quality Specifications for "Back-lit" - Electrical - 1 Tube Light for every 0.37 sqmt along the length of the sign. Tube Light overlap must be minimum 75 mm to prevent dark spots All electrical to be Philips make	The light source mentioned in the specification is Tube Light. The current industry standard practice is to use LED Modules having make of Osram / Lighting Technologies / Linea LED with power supply of the same make. These have warranties of 5 years. LEDs can also be of Samsung Chip LEDs which can be used. Bank needs to confirm whether Tube Light is to be used or LED Modules need to be used.	All light fixtures shall be LED of approved make having lux level > 90 lumens per watt
148	102	3	ONLY 3 M materials is to be used	All brand approved by Bank should be allowed	The flex of popular make like 3M/Avery Dennison/LG Hausys is recommended to be used as the base material for longer life. Materials should be warranted by the principal original manufacturer for a contract period
149	103	3	Hanging Lollypop - Round Lit Box with both side Branding	Need to have reference images of hanging lollypop	Will be shared with successful bidder
150	General	Minimum Guarantee	General Query	The whole cost of deployment of CDs, TIS, connectivity etc is very high and to maintain a breakeven point the CDs should do at least ~150 txn per day. We request the Bank to provide a minimum guarantee of 100 txn per day per CD or above for staking up the business case	Will be shared in RFP process
151	General	General	Uptime & penalty clause related no information in document	List of standard exclusions and regulatory/MHA compliances exceptions should be defined.	Will be shared in RFP process